

TITLE: LAPTOP LOANER PROGRAM

I. PURPOSE

The purpose of this document is to establish policies and procedures for the checkout, return, and maintenance of NASA Headquarters (HQ) Laptop Loaner Program equipment.

II. SCOPE

This Operating Procedure (OP) covers the policies and procedures for both the HQ user community and NASA Headquarters Information Technology and Communications Division (HITCD) contract personnel involved in the operation and maintenance of the Laptop Loaner Program.

III. NASA HEADQUARTERS LAPTOP LOANER PROGRAM OVERVIEW

A. Goal of the Laptop Loaner Program

The NASA Headquarters (HQ) Laptop Loaner Program was established to allow NASA HQ civil servants access to portable computers when they are on temporary duty assignments.

B. Management of the Laptop Loaner Program

The NASA Headquarters Information Technology and Communications Division is responsible for Government oversight of the Laptop Loaner Program.

C. Availability of Equipment

The Laptop Loaner Program maintains an inventory of portable computers and peripherals available for short-term loan to all NASA HQ civil servants. Laptops are available for official NASA HQ business use only. Laptops are available on a 'first-come, first-serve' basis.

D. How to Access Equipment

NASA HQ civil servants may request a laptop loaner by calling the Service Center at 358-HELP (4357). Users checkout and return equipment at the Laptop Support Room in CX72. Users are responsible for the equipment during the loan period and must notify the Service Center of problems or for extensions to the loan period.

E. Loan Period

The normal period for a laptop loaner is two (2) weeks or less. The Code Division Director, NASA Service Center Manager, or the Code CI POC must approve longer loan periods.

If any equipment should become more than 48 hours overdue, the NASA HQ Service Center Manager and HITCD Division POC will be notified.

F. Available Hardware

The following types of computer hardware are available for loan:

- PC Laptops
 - Dell Latitudes
 - Toshiba Libretto
 - Toshiba Portege
- Macintosh PowerBooks
 - 1400 Powerbook
 - 3400 Powerbook
 - G3 Powerbook
- Laptop Peripherals
 - Printers
 - Modems
- Laptop Accessories
 - Phone Cable
 - External Mouse
 - Extra Batteries
 - Battery Charger
 - International Power Adapter
 - Carrying Case
 - CD-ROM Drive

G. Available Software

All laptops contain the approved baseline NASA HQ software, which includes:

- Windows 95 or Macintosh 8.5.1
- Microsoft Office 97 or 98 (Word, Excel and PowerPoint)
- Internet Tool Suite (Netscape and associated helper applications)
- Meeting Maker (Calendar)
- Eudora (E-mail)
- Anti-virus software
- Communications software (for dial-in)

Users may request additional software when they request the laptop. Requested software must be baselined and licensing available.

H. Accounts

Users can access their e-mail, calendar, and data files stored on the server with any NASA HQ laptop via the NASA HQ Secure Dial-in Service. Users who require a NASA HQ secure dial-in account must first complete and submit Form 224 (NASA HQ Automated Systems Access Request) before requesting the laptop.

IV. LAPTOP LOANER PROCESS

- A. User requests laptop by calling Service Center at 358-HELP (4357).
- B. Service Center analyst requests specific information from user and documents data in work ticket:
 - Name, phone number, location
 - Whether user has current NASA HQ Secure Dial-in account
 - Whether PC or Mac laptop is required
 - Whether there are any above-core software requirements and what they are
 - Date laptop is needed
 - Date laptop will be returned
- C. Service Center analyst assigns ticket to laptop technician.
- D. Laptop technician checks availability and schedules laptop reservation in database.
- E. Laptop technician confirms reservation with user by phone and provides pick-up instructions.
- F. At least 1 day prior to loan, laptop technician assembles requested components, configures laptop, and tests laptop hardware / software.
- G. After testing is completed, laptop technician prepares and files loaner paperwork. Laptop and its components will be stored in secure storage to await pick-up by user.
- H. On pick-up date, user comes to Laptop Support Room in CX72.
- I. Laptop technician reviews laptop system operation with user. User confirms system is operating satisfactorily and that requested components are present.
- J. Laptop technician completes Laptop Loaner Program Checkout Sheet and acquires User signature. A Laptop Loaner Program Quick Pass is issued to user at this time.
- K. Laptop technician reviews Laptop Loaner Program general information with user, confirming laptop return date.
- L. Laptop technician offers user an orientation on laptop equipment. Quick Reference Guide appropriate to loaner laptop will be provided.
- M. User leaves with laptop and uses it during loan period.
- N. Two days prior to scheduled due date, laptop technician provides courtesy phone call reminder to user regarding laptop return. Voicemail will be left as necessary.
- O. User returns laptop on or before agreed due date.
- P. Laptop technician requests user remain for brief (about 5 minutes) check-in process. During this process, laptop and components are checked for damage and completeness. User is asked if any problems were experienced with laptop. Laptop technician asks user to sign off on return.
- Q. User leaves and laptop technician updates laptop database to reflect return.
- R. Laptop technician refreshes laptop, tests system operation, and returns laptop to secure storage.

V. Property Inventory and Damage Reports

The laptop technician will report damaged and or missing equipment to the NASA HQ Property Custodian, the NASA Service Center Manager, who will in turn make a report to the Code CI POC and NASA HQ Security.